

OurHealth

FAQs.

How is OurHealth different from other healthcare providers?

OurHealth offers a total wellness approach, focusing on preventive care. OurHealth is more than just the place to go when you are sick. OurHealth offers a patient-centered approach to healthcare, where everything is designed around you, the patient. This means:

- More time is spent with providers
- The wait times are shorter
- It is easier to get in to be treated

Who are the providers for OurHealth?

All OurHealth providers are nationally certified and state-licensed. Along with physicians, OurHealth also works with physician assistants (PA) and nurse practitioners (NP) who work as part of the team to deliver improved health outcomes.

How do I schedule an appointment?

To schedule an appointment, register your account at member.ourhealth.org or call (980) 202-6526 or (866) 451-3467 toll-free.

How much does it cost?

There is no charge to use the OurHealth MyClinic for preventive care visits, chronic condition medications, and general labs. For those on the HSA plan, acute sick visits will cost \$25 and acute illness medications will cost \$4. For those on the PPO plan, there will be no charge.

Can I bring in general labs that are ordered from an outside physician?

OurHealth can perform most routine lab work ordered by an outside provider or specialist. OurHealth will not review or provide the results of labs ordered by outside providers. All results of labs ordered by an outside provider will be sent directly to the ordering provider.

Can I get my prescriptions filled at OurHealth?

- OurHealth offers approximately 140+ medications dispensed onsite or delivered to your home.
- All chronic condition medications are provided at no charge.
- Acute illness medications are dispensed onsite for \$4 for those on the HSA health plan.
- OurHealth does not provide any controlled substances such as narcotics.
- You can bring a prescription written by an outside provider to an OurHealth provider. OurHealth requires a consultation with a provider when filling a prescription in order to ensure complete oversight of your medical treatment.

What is the OurHealth Patient Portal?

The OurHealth Patient Portal is a "go to" destination on your health and wellness journey. To access the portal, you will need to register for a new account at member.ourhealth.org. The patient portal allows you to easily:

- Schedule an appointment
- See clinic services, hours and locations
- Check biometric results
- Review available clinic medications
- And much more!

member.ourhealth.org